

*****This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin and click the examination link.*****

Training and Experience Evaluation

Staff Services Manager 3

Servicewide

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Instructions:

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

Tasks:

1. Planning and overseeing the work activities of staff to ensure work is completed according to applicable standards and job expectations.
2. Delegating and assigning work to staff at the appropriate level based on organizational needs, workload levels, and/or individual expertise and career goals.
3. Communicating clear job expectations to ensure desired outcomes.
4. Allocating staff and resources efficiently and effectively to complete assigned projects and meet desired outcomes.
5. Managing change effectively and positively to ensure staff understanding and achieve a positive transition.
6. Coaching, mentoring, and training staff on job skills and work habits to improve employee performance and enhance productivity.
7. Identifying issues, determining best course of action, and considering all impacts and ramifications.
8. Determining work priorities, scope of assignments, and deadlines to ensure operational needs are met effectively and timely.
9. Managing projects effectively to ensure timely delivery of quality end products and/or services within budget/resources.
10. Adapting plans, resources, and schedules to meet changing priorities and maximize productivity.
11. Communicating the organization's strategies, goals, priorities, mission, and/or vision to staff to provide context for decisions.
12. Overseeing the implementation of new programs/policies or changes to existing programs/policies to improve operations.
13. Performing hiring and/or onboarding activities (e.g., screening, interviewing, employee development) to fill positions and ensure adequate staff levels and expertise.

14. Monitoring and evaluating employee performance to identify the need for improvement.
15. Providing expertise and recommendations to staff, management, and/or outside entities to address complex issues and assignments.
16. Evaluate program effectiveness by developing performance objectives and metrics and gathering relevant information to measure success.
17. Performing short-term and/or long-term planning of organization activities to ensure the goals and objectives of the organization are achieved.
18. Resolving conflicting priorities for services and/or products to ensure organizational needs are met.
19. Providing guidance, direction, and/or feedback to supervisory staff to assist with efficiency, improve functions, and develop supervisory skills.
20. Collaborating with internal and/or external stakeholders to share and/or seek ideas and resolutions.
21. Creating a culture of respect where diversity and inclusiveness are valued.